

This approach will again serve to:

- o clearly identify the costs of each new system initiative and its maintenance costs;
 - o Clearly identify the cost of internal contract and system management cost;
 - o Permit the PPO and its internal staff to concentrate on its true mandate, the provision of specialized services and the proper planning thereto.
- (c) Technical support services. This role should be primarily focused on computer system and communications network management, and be identified as an internal service with a separate and identifiable cost. No application development or maintenance role is assigned.
- (d) Technical R & D. This role may be considered another internal service to the product managers.
- (e) O & M. Again, this unit is in effect an internal consulting resource to the product managers and others.
- (f) Quality control. A separate function should continue, independent of the product management area, to support quality assurance and data integrity requirements.